

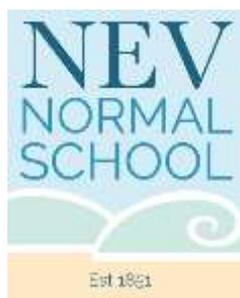
North East Valley Normal School

Established 1851

We Teach Children and Train Teachers



International Student Enrolment Information



North East Valley Normal School

International Student Enrolment Information

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Code of practice

Code

North East Valley Normal School has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016. Copies of the Code are available from the New Zealand Qualifications Authority website at <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Code-of-Practice-Amendments-2019.pdf>

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

Key Features of International Student Programme

It is our belief at North East Valley Normal School that we will have an appropriate balance between the academic, cultural, sporting and social facets of education. It is our belief that international students will enhance the culture of North East Valley Normal School.

The development and building up of language, content words and structures from the students own base will be a priority. Following an orientation programme and interview with the Principal concerning the items mentioned below, North East Valley Normal School will aim for holistic delivery of the New Zealand curriculum to international students.

Curriculum Programme

Programmes at North East Valley Normal School commonly feature the following:

- Learning activities in which students investigate issues and solve problems of interest to them;
- A balanced curriculum which emphasises discovery and exploration; and encourages higher order thinking as keys to successful learning;
- Opportunities to see the relevance of learning by applying it in a practical way to solve real problems;
- Learning activities and experiences (both in and outside school), which enable all students to succeed regardless of previous achievement.

Teachers adapt the programme to the students to ensure the curriculum focus for each student is on personal development as well as on academic achievement. We focus on educating the whole child, emotionally, intellectually, socially, personally. Students are challenged with opportunities to participate in a range of academic, cultural, sporting and technology programmes.

Details of the curriculum can be found on the Ministry of Education's website www.education.govt.nz

English Language Proficiency Requirements

Assessment of Prospective Students: Students are accepted with any level of English and are assessed on enrolment to determine their learning needs and level of language support.

The Normal School

Being a "Normal School" means that the school is closely associated with the University of Otago's College of Education. We assist with the pre-service training of teacher trainees. The school's role covers the following areas:

- Demonstration lessons
- Workshops
- Weekly visits
- Teaching practice postings
- Teachers lecturing at College
- Research Projects

The relationship between the school and the University is both close and co-operative, with the needs of the children always taking priority.

School facilities are made available to the community in various ways such as, access to the library, after-school care, and community use of the gymnasium and other rooms.

The school offers special tuition and peer tutoring for those for whom English is not their primary language.

Each year the school offers several occasions for parents and members of the community to attend educational, recreational or cultural events such as gymnastics displays, children's concerts and barbecues.

Information on Facilities and Staffing

North East Valley Normal School is the second oldest in Dunedin. It opened in 1851. This date is five years before the Otago Education Board began. The first North East Valley School was a private school built and maintained by the early settlers.

North East Valley Normal School is a friendly neighbourhood school where children and parents are considered "very important people."

The school endeavours to establish a close working relationship with the parents of its pupils. This can be achieved if the school is friendly and welcoming. The staff work hard to ensure that parents do feel welcome at school and invite you to contact the school whenever you want to know about your child's well-being. Usually you should first make contact with your child's class teacher, but on occasions it may be that you wish to contact the Principal direct. Please telephone or call at the school office with your queries, telephone 473 8246.

We hope your child enjoys school and invite your family to participate in school activities.

Our International Experience

North East Valley Normal School has had many international students over the years. The following excerpt is by Arina Aizal, a previous international student of the school in 2009.

In 2009 when my dad decided to study for his postgraduate degree in International Studies, my whole family moved to Dunedin. That was the beginning of our new life in New Zealand and it has changed us forever.

I enrolled as a Year 6 student at North East Valley Normal School and then moved on to Year 7 at Dunedin North Intermediate. These two schools changed the way I felt about education. I recall a different feeling of getting up in the morning for school here than I had felt for my school back home. Primary schools in New Zealand develop a child's interest in going to school and getting an education. Teachers and staff members try their best to make school fun for children.



Arina (pictured left) and friends on 'Bad Hair Day' at NEVN school, 2009

I remember Mrs Kewene-Edwards - a lovely teacher of mine who saw my talent for story-writing back then. She encouraged me to share my personal writings, comics and journals with her and the class to read and was a mentor throughout my time at North East Valley Normal School. Kiwi teachers really engage with their students' true potential, and they believe we are all different individuals with different 'gifts' to share with the world.

The complete article can be found at <https://arinaaizal.com>.

Insurance

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but International Students may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

Medical and Travel Insurance

North East Valley Normal School requires all International Students (including group students) to have appropriate and current medical and travel insurance while in New Zealand, compliant with the Code. Proof of insurance must be presented at the time of enrolment and insurance documents must be in English. 'Uni-Care' provide extensive travel and medical cover. Documentation is available from www.uni-care.org. Please note accompanying or visiting parents also need to have insurance compliant with the Code while in New Zealand.

Each signatory must ensure that, as far as practicable, while an international student is enrolled with the signatory for educational instruction of 2 weeks' duration or longer, the student has appropriate insurance covering: -

- a) the student's travel: -
 - I. to and from New Zealand; and
 - II. within New Zealand; and
 - III. if the travel is part of the course, outside New Zealand; and
- b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- d) death of the student, including cover of: -
 - I. travel costs of family members to and from New Zealand; and
 - II. costs of repatriation or expatriation of the body; and
 - III. funeral expenses.

Dealing with Grievances

Internal grievance procedures

North East Valley Normal School will ensure that international students are advised of and have prompt access to adequate, transparent, and fair internal procedures for dealing with grievances.

North East Valley Normal School will implement and document procedures to deal with complaints from international students about breaches of the Code.

What do you do if you have a grievance?

We want you to be happy at North East Valley Normal School. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas about what you can do about it.

Problems with a teacher

1. Make a time to talk to your classroom teacher about your concern.
2. If your concern is the classroom teacher, make a time to talk to the teacher responsible for International Students.
3. After a few days, if you think the problem has not been solved talk to the Principal.

Problems with school friends

1. Take the time to talk to your class teacher quietly about your concern
2. You can also talk with our Deputy Principal. She is very helpful, especially with broken friendships. You can make an appointment at the Office.

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

See the Complaint Policy and Procedure in the Appendix

North East Valley Normal School Board of Trustees Policy International Fee Paying Students

Rationale

International fee paying students will be accepted at North East Valley Normal School, with the provision that while attending NEVNS they are residing with a parent or family member (whanau).

Purposes

- To develop a process for enrolling foreign fee paying students
- To reflect and adhere to NZ Qualifications Authority Guidelines
- To add cultural diversity to the school.

Guidelines

- International fee paying students will not be accepted at the expense of local students.
- All enrolments of international fee paying students will be at the discretion of the Principal.
- All applicants must be able to prove they meet all New Zealand Immigration and NZQA requirements.
- All documentation requirements must be met prior to enrolment.
- All prospective international students must be able to provide evidence of holding accident and health insurances.
- The school is to be advised immediately of any change of residential address, or status of care, in relation to international students.
- The level of fees will be determined annually by the Board of Trustees and will be paid in full in advance.
- Ministry of Education levy fee is deducted automatically from the operational account in July or October. This totals \$429.33 per student per annum, and is known as the Ministry of Education Clawback (Levy).
- Any income generated from international fee paying students will be used at the discretion of the Board for the benefit of the student and the school.
- Refunds will be extended on a pro rata basis in accordance with the school policy (refer Policy Refund International Fee Paying Students).
- Fees paid by international fee paying students will cover:
 - All tuition fees throughout the year
 - These do not include EOTC or special trips or performances which are covered under school activity donation
 - They do not include expenses incurred in the employment of staff to meet special needs
- The school's compliance with the Code of Practice will be reviewed annually by the Board of Trustees by December each year.

Reviewed: August 2019

North East Valley Normal School Board of Trustees Policy Health and Travel Insurance

Rationale

Most students are not entitled to publicly funded health services while in New Zealand.

Recommendations:

That international students have medical insurance that will cover the cost of medical and dental care during the duration of their stay in New Zealand.

That international students have travel insurance covering all pertinent aspects of their visit to New Zealand.

Guidelines

An English translation of travel and/or medical insurance policies held by the applicant is required to be sighted by the Board of trustees of North East Valley Normal School.

Travel and medical insurance policies for the applicant will be checked as part of the application to enrol as an international student in line with the Education (Pastoral Care of International Students) Code of Practice 2016.

The Principal of North East Valley Normal School will verify the appropriate travel and medical insurance policies at the time of enrolment and signing of tuition agreement.

The Principal will verify the beginning and end dates of the travel and insurance policies.

Insurance information

The following medical insurance firms will be able to assist you:

- Aetna Health, phone 0800 423862
- EBS Health care, phone 0800 800441
- New Zealand Health Insurance, phone 0800 471471
- Southern Cross Healthcare, phone 0800 800181
- Uni Med, phone 0800 600666
- Tower Health and Life, phone 0800 468869

Travel

- Uni-Care Educational Travel Insurance Service, phone 09 446 1166

Fee protection

- Uni-Care Educational Travel Insurance Service, phone 09 446 1166

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>

Reviewed: August 2019

North East Valley Normal School

Board of Trustees Policy

Fees Protection – International Students

Rationale

International student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure from misappropriation and are only made available to the school in accord with the Refunds Policy or should the school not be able to continue tuition.

Purpose

1. To ensure that if in the event that the school is unable to continue to run a course or programme that the unspent portion of the fees are available to be returned to the student.
2. To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be protected and monitored.
3. To ensure that international students' payment may be drawn down in accord with the Refund Policy.

Guidelines

1. Accounting procedures are in place to ensure that monies are available for release.
2. International fees shall be paid into the school's separately coded account for 'International Fees', and drawn down at intervals of one term in arrears throughout the academic year.
3. These monies will be audited separately on an annual basis. These monies will be available for approved refunds resulting from withdrawal from North East Valley Normal School or in the event of the school not being able to provide tuition.

Evidence

1. Accounting records
2. General School Account

Evaluation

The Executive Officer shall report to the Board of Trustees annually with reference to the effectiveness of the policy.

Reviewed: August 2019

North East Valley Normal School

Board of Trustees Policy

Refund International Fee Paying Student Fees

Rationale

North East Valley Normal School accepts international fee paying students and will extend a refund on a pro rata basis. The Policy is based on Section 4B(7) of the Education Amendment (No 4) Act 1991 (7) "Where at any time a foreign student withdraws from a subject, course, or programme at a state school, the Board may refund to the person who paid (in respect of the student's enrolment in the subject, course, or programme) the amount of fees referred to in subsection (1) of this section (or the sum of any instalments paid in respect of those fees) any amount it thinks appropriate not exceeding the extent (if any) by which the amount paid exceeds the sum of the following amounts:

- The Board's best estimate of the cost to the Board (including the appropriate proportion of the Board's administrative and other general costs and the appropriate proportion of any initial or start-up costs of the subject, course, or programme for one student up to that time).
- An amount that is in the Board's opinion an appropriate reflection of the use made by one student receiving tuition in the subject, course or programme of the Board's capital facilities.
- The appropriate proportion of the amount (if any) prescribed under section 4D of this Act for a student receiving tuition at a state school in the subject, course or programme.
- All other fees (if any) prescribed by the Board.

Guidelines

- In order to be eligible for any refund the student must apply in writing to the Board of Trustees setting out the special circumstances of the claim.
- In arriving at their decision the Board of Trustees will take into consideration the special circumstances of the withdrawing student and refunds will be given under the following circumstances
- A student spends less than six weeks in the school as a fee-paying student before receiving Permanent Residence or leaving the school or other circumstances.
- The refund will be made, less expenses.
- Paid fees protection is guaranteed by the Board of Trustees.
- If a child is withdrawn, or tuition ceases, we will notify Immigration Services.

All international students attending NEVNS are required to take insurance with an Insurance Company which guarantees under section B additional expenses, care for students due to unforeseen insolvency, and regulatory closure or withdrawal of accreditation of any education provider – policy to include medical and dental care, and travel cover.

Reviewed: August 2019

North East Valley Normal School Board of Trustees Complaints Policy and Procedure

Scope of Policy

This policy is a statement of the required procedures for registering complaints related to school activities and operations. The actual resolution of complaints will be guided by Government legislation and the School's written policies after consideration of any submissions and the legal, ethical, moral, cultural and fairness issues involved in a particular complaint.

Understandings in Common

- The use of a clear procedure for making complaints is important to organizations which must interact with a wide variety of interest groups, especially when these groups have within themselves a wide variety of peoples, values and concerns.
- Compromise is often an essential element of the complaint resolution process.
- Complaints generally originate from valid concerns and misunderstandings.
- Complaints that are sensitively stated and responded to can be beneficial to all parties involved and should be seen as an opportunity for improved communication.
- Concerns and misunderstandings that are left unstated and unresolved may result in emotionally charged complaints making positive or satisfying results difficult.
- A clearly understood complaint procedure encourages the early resolution of concerns/ complaints and helps promote positive communications.
- All complaints that are pursued according to proper procedure will be acknowledged with due respect and given fair and equitable treatment in an effort to reach an equitable resolution.
- Complaints must be treated in confidence by all members of the school community.
- Either party with a concern may have 1-2 people in support at any meeting arranged to discuss the complaints.
- The parent advocate(s) to be appointed as required by the Board - to be a person with understanding of the school community, but not currently a parent of the school.
- If the complaint is about a staff member and if the complaint might lead to concerns of competence, conduct and/or discipline then due consideration will be given to the requirements set out in the appropriate collective agreement. Where such an agreement does not exist or the staff member is not a union member then it is the responsibility of the Board as employer to ensure all the provisions of s65 of Employment Relations Act (2000). (see Employment Rights and

Obligations in the Employment Relations Act 2000 environment: Employment Relations Service/DOL, 2000). A serious complaint may also require the board to seek the support of the NZSTA industrial relations advisory service.

- If the complaint is made by a staff member then the board has obligations to meet as an employer that may over ride this policy.

Purposes and Objectives of this Policy

- To establish a clear complaint procedure that allows the parents/caregivers of pupils in particular to voice their complaints as early as possible, so as to ensure the quickest possible resolution of their complaint.
- To establish a general comprehensive policy that is understood and used by all parties who wish to register a complaint on any matter relating to the school.
- To give those parties that are responsible and/or involved in the area of complaint, the right and opportunity to hear and resolve the issue as early as possible.
- To identify a step by step procedure that will assist those who feel that their complaint has not been either 'fairly' heard or responded to.
- To identify the steps that may be taken, should the sensitivity of the complaint suggest that it would be inappropriate to take the first step proposed by the formal procedure.

Complaint Procedure

Step One:

- Discuss the concern/ complaint with the person at the school most closely related to the issue, or responsible for the area involved.
- If you feel that your concern/complaint has not been fairly heard or responded to, after giving reasonable opportunity to do so move on to step two. Or if the complaint is about the principal then ask to speak with the parent advocate.

Step Two:

- Arrange an appropriate time to discuss it with the Principal. If after this discussion you feel your complaint has not been either fairly heard or responded to move on to step three.

Step Three:

- Approach the parent advocate(s) who after considering the concern may:
 - consult the parties concerned; and/ or
 - arrange a meeting or meetings of all parties involved to provide further opportunity for a mutually acceptable solution to be found; and/or
 - refer the matter to the Board of Trustees.

- If this process has not resolved the matter, or there is no parent advocate available then move on to step four.

Step Four:

- Contact the Chairperson of the Board of Trustees to arrange an informal meeting with a subcommittee of the Board to discuss the matter.
- If, following the informal discussion, the complaint has still not been resolved move on to step five.

Step Five

- Refer the complaint to the Board of Trustees in writing at least four days before a meeting.
- If you wish to speak to the written complaint at the meeting, application must be made to the Chairperson and a time frame for presentation of the complaint negotiated, prior to the meeting.
- If after consideration by the Board the complaint has still not been resolved move onto step six.

Step Six:

- Independent arbitration can be a final part of the procedure, with due consideration of benefit and cost.
- Parents may choose to begin at step three or step four if they feel unable to approach staff within the school directly. Those people will then be consulted by the parent advocate or subcommittee.>

Notes

- Some complaints may not appear to be clearly resolved without an explanation of the underlying issues of a particular school decision or situation.
- A full explanation of the issues underlying the school decisions will always be given except in situations when it would be illegal, unprofessional or unethical, and in such cases reasons would be given.
- At any step of this procedure it is unlikely that a solution will be immediately available. While there should be no undue delay, care must be taken to ensure the best solution is found.
- It is important that as far as possible, complaints be resolved through meetings of those concerned and discussion of the issues.

Adopted: 24 July 2006

Reviewed: August 2019

He manaaki, tiaki hoki i nga tamaraki i raro i te kaupapa o
Te kura nei, ara, he wahi ka ahei nga kaiako, nga matua me nga kaiatawhai ki te
whakatutuki i o ratou wawata.



Na reira
e nga matua, rangatira hoki, mauria mai o tamariki, mokopuna hoki, ki tenei kura.
He kura tino pai tenei! He kura tino matauranga, he kura aroha, he kura pai mo
nga tamariki Maori me te katoa!
Haere Mai, Nau Mai, Haere Mai!